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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Dayton, Ohio

Docket No. 8806

Application of:

Perry G. Vincent

Group Art Unit: 3623

Serial No. 09/750,948

Examiner: Susanna M. Meinecke Diaz

Filed: December 28, 2000

For: **SYSTEM AND METHOD FOR SUGGESTING INTERACTION
STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated July 14, 2005, no claims have been cancelled, amended or added. Claims 1 through 21 remain active in the present application. Reexamination and reconsideration of the application is respectfully requested.

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on 11/14/05.

By: Michelle George
Name: Michelle George